



# UNITED STATES MARINE CORPS

MARINE CORPS BASE  
PSC BOX 20004  
CAMP LEJEUNE, NORTH CAROLINA 28542-0004

BO 1710.41A

BMWR  
7 FEB 1994

## BASE ORDER 1710.41A

From: Commanding General  
To: Distribution List

Subj: STANDING OPERATING PROCEDURES (SOP) FOR MORALE, WELFARE AND RECREATION  
HOSTESS HOUSE

Ref: (a) MCO P1700.27, Chapter 3, Section 11 (NOTAL)

1. Purpose. To establish standing operating procedures for the efficient operation of the Morale, Welfare and Recreation (MWR) Hostess House, Marine Corps Base, Camp Lejeune, North Carolina.
2. Cancellation. BO 1710.41.
3. Summary of Revision. This Order has been revised throughout and should be reviewed in its entirety.
4. Background. The Hostess House is a temporary lodging facility (TLF) and is specifically identified as interim housing operated by the Services Division of the MWR Department. It provides short-term, temporary housing accommodations for occupancy by military members, their families, and their guests for which a cash charge is levied without direct charge against the quarters allowance of the occupants. TLF's do not include facilities used primarily for rest and recreation purposes, or bachelor officer and enlisted quarters. They are not part of the military family housing inventory.
5. Information
  - a. The organization, administration, operation, and use of the Hostess House will be in accordance with the policies and procedures set forth in the reference and this Order. This Order is a supplement to the reference. It provides specific procedures for the administration, operation and use of the Hostess House, Marine Corps Base, Camp Lejeune, North Carolina. When answers/solutions cannot be found in this Order, the user should consult the reference. This Order and the reference are the only sources of written guidance. Managers and employees must be thoroughly familiar and comply with those directives that apply.
  - b. The Hostess House Manager reports directly to the Director, Services Division, MWR Department and will develop, post, and maintain a current organization chart.
6. Action
  - a. Duties and Responsibilities. The Manager is responsible for the efficient operation of the Hostess House in providing quality service, friendly surroundings and clean, comfortable accommodations. The Manager's duties and responsibilities include, but are not limited to, the following:

(1) Screening and recommending applicants for hire for Hostess House employment.

(2) Training, supervision, and scheduling of work for all civilian and off-duty military employees.

(3) Office management functions.

(4) Budget planning.

(5) Requisitioning of supplies and equipment.

(6) Housekeeping and maintenance of buildings and grounds.

(7) Ensuring compliance with orders published by higher authority.

(8) Accountability of all monies and property on the Hostess House account. Cash handling procedures will be in accordance with the instructions contained in the reference and any issued by the Comptroller, MWR Department.

(9) Timely submission of all required reports.

b. Hours of Operation. The Hostess House is open 24 hours a day, seven days a week. For security, the front doors are locked at approximately 2400. Patrons desiring to conduct official Hostess House business may do so by telephoning the front desk, or knocking on the front door for assistance.

c. Occupancy

(1) The Hostess House is designed to provide short-term housing accommodations for members of the military services and their dependents who are temporarily without permanent housing due to permanent change of station (PCS) orders. Military personnel, their dependents, relatives, and guests and retired military personnel and their dependents may occupy the Hostess House on a space available basis. Military members and Department of Defense personnel on temporary duty (TAD) may occupy the Hostess House on a space available basis when approved by the Commanding General or his representative. Official guests of the command may be housed in the Hostess House. Guests of the command include but are not limited to, witnesses subpoenaed by the Base Staff Judge Advocate (SJA).

(2) The normal maximum period of occupancy is 30 days for personnel affected by PCS orders. In cases of personal hardship, the Hostess House Manager may grant an extension beyond 30 days on a case by case basis.

(3) Inquiries regarding BAQ payment entitlements should be directed to the appropriate Finance Officer.

d. Priority of Assignment

(1) Room accommodations at the Hostess House will be assigned in the following order of priority:

(a) Marine Corps and Navy active duty personnel accompanied by their dependents on PCS orders to Camp Lejeune, or departing from a tour of duty at Camp Lejeune using PCS orders.

(b) All other authorized patrons on a first come, first served basis. These patrons will be notified that they are being granted a space available room and could well be "bumped" for an "a" priority at any time in the future.

(2) The maximum period of occupancy described above applies only to those personnel with an "a" priority. The normal occupancy period for all other priorities is five days; however, additional five day extensions may be authorized by the Manager on a space available basis.

e. Reservations and Room Rates

(1) Reservations may be made 30 days in advance of occupancy by personnel with priority "a." Confirmation of reservations will be by request. Assignment of accommodations for all other priorities will be on an "as received" basis up to 21 days in advance. Reservations will not be held past 1400 unless prepaid. Guests of the command or their staff sponsor, to include the Base SJA, will not be required to prepay reservations. Staff sponsors will notify the Hostess House front desk personnel prior to 1600 if a command guest will not be arriving on the scheduled date so the room can be released for rental. Military personnel reporting to Camp Lejeune with dependents having immediate monetary problems, may, on a case by case basis, be permitted to check into the Hostess House without prepayment. The amount of credit will vary according to the day of the week the guest checks in and other circumstances such as long holiday weekend. All monies owed must be paid in full prior to checking out.

(2) In addition to the priorities contained above, one room will be kept vacant each day until 1600 for use on an emergency basis for members of the immediate family of Camp Lejeune personnel who may be hospitalized as critical patients. The period of occupancy for this room will not exceed 10 days. This room will be retained after 1600 upon request of a Red Cross or Naval Hospital official. If such request has not been received by 1600, the room will be released for rental. This room may be retained as desired by higher authority because of other emergencies that may arise which require the use of the room. An appropriate entry will be reflected in the official duty log.

(3) Rates will be posted in the Hostess House lobby. Rates will be reviewed semi-annually. Check-out time is 1200. A late check-out fee may be charged for late check-outs. Check-in time is 1400 or anytime thereafter.

(4) Prepaid reservations must be cancelled by 1400 on the specified date of arrival.

f. Identification. Proper identification will be required of military personnel when not in uniform. Guests of the command will be identified in advance by letter or memorandum.

g. Responsibilities

(1) The Director, Services Division, MWR Department has overall responsibility for the operation of the Hostess House.

(2) Daily operation is the responsibility of the Manager who, will be held accountable for operations, financial transactions, and property.

h. General Information. The following general information and safety instructions will be posted in each room, securely attached to the rear side of the entrance door at eye level and strict compliance therewith will be required of all occupants. Guests, upon registering will be advised to review the information:

(1) General Information

(a) Check out time is 1200.

(b) Military personnel, dependents, and guests will be guided by "Standards of Dress" as outlined in BO 1020.8.

(c) To ensure a safe visit, guests who are 10 years of age or younger should be accompanied by an adult.

(d) Pets are not permitted on the grounds, in vehicles, or in the rooms of the Hostess House.

(e) Guests will be held responsible for any loss or damage to Hostess House property other than normal wear and tear.

(f) All utensils, dishes, stoves, refrigerator units, etc., will be cleaned by the occupant prior to check-out.

(g) The Hostess House management will not assume responsibility for missing articles or valuables left in rooms.

(h) Checks can be cashed by registered guests for an amount not to exceed \$50.00.

(i) We request that guests not accept collect long distance telephone calls.

(j) Rowdiness or improper behavior are not consistent with a safe and pleasant stay at the Hostess House.

(k) Hostess House privileges may be denied for cause.

(l) The use of the Hostess House facilities and grounds are restricted to registered occupants and their bona fide guests.

(m) Occupants must check out through the Hostess House front desk.

(2) Safety and Health Rules. Safety and health rules are posted separately and conspicuously in each room and will be adhered to by the occupants.

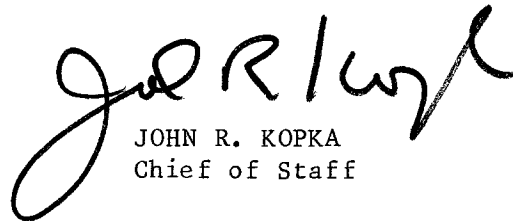
(3) Equipment Check-In/Check-Out Procedures

(a) To check out equipment, such as cribs, irons, vacuums, etc., the front desk should be contacted.

(b) Room keys must be returned to the front desk regardless of hour. Loss of a room key will result in the payment for lock replacement and service charges.

6. Recommendations. Recommendations concerning the contents of this SOP are invited and should be addressed to the Commanding General, Marine Corps Base, Camp Lejeune, North Carolina (Director, Services Division, MWR).

7. Concurrence. This Order has been coordinated with and concurred in by the Commanding Generals, II Marine Expeditionary Force; 2d Marine Division; 2d Force Service Support Group; 2d Marine Expeditionary Brigade; and the Commanding Officer, Marine Corps Air Station, New River.



JOHN R. KOPKA  
Chief of Staff

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